

White County 911 Emergency Services

Wireline vs. Wireless 911 In White County

Wireline (Landline)

When you dial 9-1-1 in White County from your home phone (landline/wireline), your call will be automatically routed to the 9-1-1 answering point that provides emergency services to the phone number and location from which you are calling. There are two 9-1-1 answering points in our county. The primary PSAP (Public Safety Answering Point) is located at the Illinois State Police District #19 post. The secondary PSAP is located at the Grayville Police Department. Each PSAP is equipped to function independently and has the capability to receive calls from anywhere within the boundaries of White County.

When you call 9-1-1, the 9-1-1 Telecommunicator (TC) at the corresponding PSAP will answer your call. Each White County Telecommunicator is certified by the National Academy of Emergency Medical Dispatch (NAEMD) and is trained to handle your call professionally based on protocols that have been outlined by the NAEMD. The protocols that each TC utilizes for your call is based upon the information you provide them when you call 9-1-1.

The White County 9-1-1 System has the capability of supplying the telecommunicators information that you provide about your home and or family in case of an emergency. Information that you provide the 9-1-1 system may include: information on your home such as location of propane gas tank or other potential hazards in relation to your house, pet information/warnings, directions/access information if your home is not easily visible from your road. Other information you may provide in case of an emergency: family members/ages (in case of fire), doctor contacts (for EMS), etc. ALL of the information you provide is confidential within our system and is only accessed by the telecommunicators if you call 9-1-1. However, please note that this information may be shared with emergency personnel during your 9-1-1 call to assist in their response. DO NOT include any information that you do not want to be shared during an emergency. If you wish to submit premise information to the 9-1-1 system, please complete the **White County 911 Questionnaire** and mail to:

White County 911, PO Box 339, Carmi, Illinois 62821

For more information on the history and development of 9-1-1, follow this link to the National Emergency Number Association: <http://www.nena9-1-1.org>

Wireless (Cellular)

When you dial 9-1-1 in White County from your cellular (mobile/wireless) phone, your call will be routed to the Illinois State Police District #19 post in Carmi. Depending upon your service provider, the 9-1-1 call received from you at the Illinois State Police District #19 post provides the telecommunicator with your cellular phone number only. Currently, location information from cellular calls is not available in White County.

CELLULAR 9-1-1 SERVICE IS NOT PROVIDED BY THE WHITE COUNTY E9-1-1 SYSTEM.

For more information on Wireless 9-1-1 Service follow this link to the National Emergency Number Association:

<http://www.nena9-1-1.org/Wireless911/Overview.htm>

What is 911?

Addressing/Maps

Wireline vs. Wireless 911

Police/Fire/EMS

Public Education

Other Contact Information

**911 Home
White County Home**